

WISCONSIN DEPARTMENT OF HEALTH AND FAMILY SERVICES
Division of Health Care Financing
1 W. Wilson St.
Madison WI 53702

To: Food Stamp Handbook Holders

From: Cheryl McIlquham, Director
Bureau of Health Care Eligibility

Re: **FS Handbook Release 03-06**

Release Date: December 15, 2003

Effective Date: December 15, 2003

EFFECTIVE DATE

The following policy additions or changes are effective **12/15/03**, unless otherwise noted. Bold text in the new policy section denotes new text. **Text with a strike through it denotes deleted text.**

POLICY CHANGES

Allotment Unit Q 11

FS Coupons are no longer issued in Wisconsin.

Old Policy:

~~Due to the way the coupon books are made, we can't pay \$1, \$3, or \$5 allotments. Follow this policy for EBT benefits also.~~

If the amount is \$1, change it to \$2.

If the amount is \$3, change it to \$4.

If the amount is \$5, change it to \$6.

New Policy:

EBT allotments are rounded up so that households subject to different issuance systems receive the same benefit.

If the amount is \$1, change it to \$2.

If the amount is \$3, change it to \$4.

If the amount is \$5, change it to \$6.

11.04.35

This new subsection of the Assets chapter was added to address Student Financial Aid.

New Policy:

Disregard student financial aid as an asset as long as the student is enrolled in an institution of higher education. If the student graduates or disenrolls from school, count any remaining available student financial aid as an asset.

12.01.03

Old Policy:

Disregard any gain or benefit that isn't in the form of money paid directly to the household. Examples of these in-kind benefits are meals, clothing, housing, and garden produce.

New Policy:

Disregard any gain or benefit that isn't in the form of money paid directly to the household. Examples of these in-kind benefits are meals, clothing, housing, and garden produce. **This includes free rent. No income is counted, and no rent deduction is allowed.**

16.04.05

Old Policy:

15. The ~~\$20~~ SeniorCare enrollment fee.

New Policy:

15. The SeniorCare enrollment fee.

16.04.05

Lifeline/MedicAlert was added to this list of allowed medical expenses

New Policy:

16. Lifeline/MedicAlert. The costs of Lifeline or MedicAlert devices used by persons to contact medical help in emergencies are an allowable medical expense deduction for food stamps if prescribed by a licensed practitioner or other qualified health professional.

16.06.00

Old Policy:

The maximum dependent care deduction is \$200 per month for each child under 2 years. The maximum dependent care deduction is \$175 per month for each child who is 2 years or older. The provider of the dependent care cannot be a member of the food unit. Do not allow in-kind payments as a deduction.

New Policy:

The maximum dependent care deduction is \$200 per month for each child under 2 years. The maximum dependent care deduction is \$175 per month for each child who is 2 years or older. The provider of the dependent care cannot be a member of the food unit. Do not allow in-kind payments as a deduction. **This includes free rent in exchange for child care. No income is counted, no rent deduction is allowed, and no child care deduction is allowed. See 12.01.03.**

16.07.00

The shelter deduction for homeowner's insurance was clarified.

Old Policy:

The shelter deduction can't exceed the shelter maximum (18.3.0) unless there are elderly or disabled members. Food units containing elderly or disabled members have no shelter cap. Shelter expenses that are deductible include:
5. Insurance on the structure (if not included in the mortgage)

Clarified Policy:

The shelter deduction can't exceed the shelter maximum (18.3.0) unless there are elderly or disabled members. Food units containing elderly or disabled members have no shelter cap. Shelter expenses that are deductible include:
5. Insurance on the structure (if not included in the mortgage). **If a household has a homeowner's insurance policy that includes insurance on the structure and household contents, but the costs cannot be separately identified, the total cost is allowable.**

Do not count as shelter or utility expenses such surcharges as pet expenses, extra garage rentals, or air conditioning surcharges.
The monthly amount of rent should be taken into consideration each month when the shelter deduction is determined without regard to when the rent is actually paid.

16.08.00 #6

The Phone Utility Allowance was clarified to include cell phones.

Old Policy:

FS Groups may no longer choose to report actual utility expenses. If eligible, a FS group with utility expenses is allowed one of the following utility standards:

6. The Phone Utility Allowance (PUA), if obligated to pay, or actually paying for only a telephone.

New Policy:

FS Groups may no longer choose to report actual utility expenses. If eligible, a FS group with utility expenses is allowed one of the following utility standards:

6. The Phone Utility Allowance (PUA), if obligated to pay, or actually paying for only a telephone, **including cellular phones.**

16.08.01

This section on HSUA Heating Expenses was clarified, the heating season was defined, and two examples were added.

Old Policy:

Use the Heating Standard Utility Allowance (HSUA) for FS groups which are billed regularly for their heating costs separately from their rent or mortgage. These groups include:

b. Recipients of energy assistance payments from the Low Income Energy Assistance Act (LIHEAP). ~~FS groups which remain at the same residence and received LIHEAP in the current or previous heating season may claim the SUA even if the FS group is not receiving LIHEAP at the application or review.~~

Clarified Policy:

Use the Heating Standard Utility Allowance (HSUA) for FS groups which are billed regularly for their heating costs separately from their rent or mortgage. These groups include:

b. Recipients of energy assistance payments from the Low Income Energy Assistance Act (LIHEAP). **If any household member was included in a LIHEAP determination for their current residence, in the current or prior heating season, with a member of the food unit, even if the food unit is not receiving LIHEAP at application or review, the food unit is eligible for the HSUA. In situations with companion cases living in the same household, if both food units were included in the LIHEAP determination, both food units would be eligible for the HSUA.**

DEFINITION OF HEATING SEASON:

A current heating season is defined as October 1 through May 15. A new season begins on October 1st of each year.

Example1 :

Review July/03

Current Heating season 10/02 - 5/03

Previous Heating season 10/01 - 5/02

Review 10/03

Current Heating season 10/03 - 5/04

Previous Heating season 10/02 - 5/03

If the recipient claims to have been included in a LIHEAP determination, verification will be required, and that could be in various forms, including DXLI. If they don't report being included in a LIHEAP determination, the expense is not allowed, following the same policy as other non-reported expense deductions.

Example 2 (added to end of section):

Mary and her three children are living with Mary's sister, Ellen and Ellen's two children. They are separate food units. Ellen applies for and receives a LIHEAP payment. Her LIHEAP determination includes Mary and her three children. Both Mary and Ellen are eligible for the HSUA deduction.

This is based on the assumption that all household members are included in a LIHEAP determination.

16.08.12

References to actual utility expenses were deleted.

Old Policy: Disregard HUD and FMHA payments paid directly to the landlord or mortgage holder as an expense. Only include the amount the household owes after the payments as a rent expense.

Disregard HUD and FMHA utility reimbursement payments made directly to the household or utility provider as an expense. ~~Only include the amount the household owes after the payments as a utility expense.~~

New Policy:

Disregard HUD and FMHA payments paid directly to the landlord or mortgage holder as an expense. Only include the amount the household owes after the payments as a rent expense.

Disregard HUD and FMHA utility reimbursement payments made directly to the household or utility provider as **a utility expense. If there is a utility amount the household owes after the payments, allow the appropriate utility expense. See 16.08.00.**

16.08.13

Old Policy:

A FS group living in subsidized housing may ~~choose the standard or actual expenses.~~ The household must be billed monthly to qualify for the ~~choice.~~ Individual metering satisfies the individual billing requirement.

New Policy:

A FS group living in subsidized housing **may receive the appropriate standard.** The household must be billed monthly to qualify for a **standard.** Individual metering satisfies the individual billing requirement. **See 16.08.00**

17.05.02.01

Old Policy:

Migrant workers who arrive from another state with a FS Electronic Benefits Transfer (EBT) card ~~cannot use the card in Wisconsin. If the migrant applies for FS during the same month for which the card was issued, contact the issuing state to ensure that the applicant is not getting duplicate FS.~~

~~The EBT state must issue coupons to the migrant or cash out the applicant's account in that state. In this case the migrant applicant is not eligible for FS in Wisconsin during the month benefits were issued in another state.~~

New Policy:

Migrant workers who arrive from another state with an FS Electronic Benefit Transfer (EBT) card **can** use the card in Wisconsin. **The only EBT cards that can't be used here are from Ohio and Wyoming.**

Refer to Appendix 24.02.16.05.

Contact the issuing state to ensure that the applicant is not getting duplicate FS. The migrant applicant is not eligible for FS in Wisconsin during a month benefits were issued in another state.

17.06.00

A new subsection was added to the Allotment chapter to discuss what to do with refunded food stamp coupons.

New Policy:

Voluntarily Refunded Food Stamp Coupons

Return to DHFS any food stamp coupons refunded to you by a FS group at your earliest opportunity. Void the stamps and send them to Tim Burnett at P.O. Box 2057, Madison, WI 53701-2057. List the household, case number, benefit number or month of benefit, amount returned, and reason for return.

Food stamp coupons may be returned because the FS group refunds them or the coupons were found. Document the case record appropriately.

17.07.00

A new subsection was added to the Allotment chapter to discuss what to do when food purchased with food stamp benefits are destroyed by household misfortune.

New Policy:

Destroyed Food

Replace food purchased with food stamp benefits and destroyed in a household misfortune or disaster up to the actual amount destroyed but not more than 1 month's allotment. Replacement issuances shall be provided only if a household reports the loss orally or in writing to the agency within 10 days of the date the loss occurred.

A replacement issuance must be provided to the household within 10 days after report of the loss.

Verify the household misfortune or disaster through the fire department, police department, a community organization such as the Red Cross, a collateral contact or home visit.

Use auxiliary code 905, "Replace Destroyed Food" to issue the replacement allotment. There is no limit to the number of replacement issuances.

Deny or delay a replacement issuance if available documentation indicates that the household's request for replacement appears to be fraudulent.

Inform the household of its right to a fair hearing to contest the denial or delay of a replacement issuance. Replacements shall not be made while the denial or delay is being appealed.

19.02.00

Old Policy:

The cost of drug testing must be paid for by the local agency. If the drug felon passes the drug test do not test again at each review. Drug

tests required by another credible source may be used if taken within the last 30 days. If a previous drug test result is offered but is older than 30 days, require a new drug test. Examples of credible sources include, but are not limited to, probation officers, employers, FEPs, etc. ~~Recipients may be confused as to whether their conviction was a misdemeanor or felony, so the conviction type must be verified.~~

Ongoing cases:

If a felony drug conviction is reported ~~(and verified)~~ for an eligible FS member at review or any other time, immediately schedule the individual for a drug test.

New Policy:

The cost of drug testing must be paid for by the local agency. If the drug felon passes the drug test do not test again at each review. Drug tests required by another credible source may be used if taken within the last 30 days. If a previous drug test result is offered but is older than 30 days, require a new drug test. Examples of credible sources include, but are not limited to, probation officers, employers, FEPs, etc.

A food stamp applicant or recipient must state in writing whether s/he or any member of his/her household has been convicted in any state or federal court of a felony for possession, use, or distribution of a controlled substance. The customer's signature on the CAF is sufficient to satisfy this requirement.

Ongoing cases:

If a felony drug conviction is reported for an eligible FS member at review or any other time, immediately schedule the individual for a drug test.

21.01.00.01

Information from OM 03-10 New Food Stamp Only Application was added to this new subsection.

New Policy (Effective 02/26/03)

Food Stamp Application

The application for food stamps has been developed for use when the CARES system is unavailable. It can also be given to clients who request a paper application form and for SSA staff when they accept applications for households where all household members are applying for or receiving SSI. The form is found on the Eligibility Management web site at <http://dhfs.wisconsin.gov/em/fsformslist.htm>

For ease of distribution and use, the form has been printed in the following manner:

Food Stamp Application Form – HFS 16019A includes the Registration Form and Important Information (Replaces DES-11605)

Food Stamp Application Form – HFS 16019B includes the Registration Form, Important Information (Part 1) and the Application form (Part 2). This replaces DES-2035 for FS applications.

Registration Form – This will be completed by the customer and used to set the initial application filing date for food stamps. This portion of the form is designed to be separated from the other sections so that it can be mailed, faxed or handed in to the

ESA to set the FS application filing date. This form also collects information to determine eligibility for priority services.

Note: This new registration form replaces DES-11605, also referred to as DOC 1 or Page 1 and is used to set the filing date for a Food Stamp Application. The ESA will process the new Registration Form in the same manner as the DES-11605.

Additional Information Form – This section describes the applicant/recipient's rights and responsibilities. This portion of the form is designed to be separated from the Registration Form and/or the Application Form so that the customer can read and keep this information for his/her records. When using the CARES generated application, continue to provide the Rights and Responsibilities addendum (DES-2378) in paper form to FS applicants as a supplement to the CAF.

Application Form – This section gathers the information necessary to determine food stamp benefit eligibility. This portion is designed to be separated from the other sections so that it can be submitted to the ESA agency. Face-to-face application and recertification interviews are required for FS, except in certain circumstances outlined in FSHB appendix 21.02, however this paper application form will serve as a back-up for the CARES interactive interview. Local Economic Support (ES) agencies may also receive completed HFS-16019B applications from Social Security Agencies (SSA) when a face to face application interview has been completed with SSI recipients at the SSA office. See 21.01.00.02.

21.01.00.02

Information from OM 03-10 was added here regarding SSA Participation in FS Applications

New Policy (Effective 02/26/03):

SSA Participation in FS Applications

Since January 1, 1992, SSI recipients may be eligible for FS. If an SSI applicant or recipient lives alone or in a household where all FS group members receive or are applying for SSI, s/he has the right to apply for FS at the ES agency or SSA office handling his/her SSI case.

When the SSI applicant or recipient is eligible for this option, he/she is not required to go to an ES agency to apply for FS. The SSA must assist the applicant in completing this new form and submit the application to the ES agency for the applicant as outlined in the agreement between SSA and DHFS. SSA will refer SSI recipients who call or write about FS benefits to the ES agency. Anyone who applies for FS at the SSA office is told of their option to apply at the ES agency and that doing so may expedite receipt of food stamp benefits.

SSA worker responsibility:

1. Decide if the SSI applicant/recipient is eligible to apply for FS at the SSA office.
2. Interview the FS applicant and accept the FS Application.
3. Screen the FS applicant for priority service and help the FS applicant complete the application.
4. Mail the completed application to the ES agency within 1 federal workday.

Reminder: SSI applicants who want FS priority service must complete the Application Registration for Food Stamps form to be submitted by the SSA to the ES agency.

The FS interview conducted by SSA replaces the regular application interview by the ESA. An additional interview by the ES agency is not required. The ES agency will process these FS applications and contact the SSI applicant by other means if more information is needed to process the application.

SSI Applicants in Public Institutions

Residents of public institutions may apply for SSI prior to their release under the SSA Prerelease Program. SSA staff will accept a FS application from the person at the same time they apply for SSI under this program.

When SSA forwards a FS application to the ESA for a resident of a public institution, the time period for processing the application begins the date the resident is released from the institution. Process the application within 30 days after the applicant's release.

21.01.05

FS Coupons are no longer issued in Wisconsin.

Old Policy:

2. Expedited Issuance - which refers to how quickly CARES will issue food stamps once the case is confirmed and eligible for expedited ~~service~~ and identity has been verified. Benefits going out as an expedited issuance will be issued the same day or the next business day ~~for both paper coupons and EBT.~~

New Policy:

2. Expedited Issuance - which refers to how quickly CARES will issue food stamp **benefits** once the case is confirmed and eligible for expedited **issuance** and identity has been verified. Benefits going out as an expedited issuance will be issued the same day or the next business day.

21.01.13

Old Policy:

A "break in service" occurs when the final day of the closure month has passed and FS have not reopened. Any break in service requires the person or group to reapply and complete the application process if they wish to receive benefits. This is considered to be a new application even if FS is closed for less than 30 days.

~~**Example 1:** FS closed effective 08/31/03. Effective 09/01/03 a new application for FS is required. See FSH Appendix 21.04.00 and 22.01.00 for requirements when case closed due to an agency-caused delay in scheduling an appointment or processing information, or 10 days have not yet passed for client to provide verification~~

New Policy:

A "break in service" occurs when the final day of the closure month has passed and FS have not reopened. Any break in service requires the person or group to reapply and complete the application process if they wish to receive benefits. This is considered to be a new application even if FS is closed for less than 30 days.

The only exceptions are if the break in service is caused by

agency action. These include:

- A client requests an appointment before the end of his or her certification period but no recertification appointment is available before the case closes,
- The group contains a member who was a migrant and received FS in the previous thirty days, or
- The 10 days for clients to provide verification has not yet passed.

In such instances, the worker should document in CARES the reason for the late recertification and set the request date on ACPA for the first of the month so that there is no pro-ration of benefits.

Example 1:

Sam requests an appointment to recertify his FS benefits on September 25th, his benefits end on September 30th. The first available appointment is October 3rd. Sam meets with the worker on October 3rd. Sam's worker sets the request date on ACPA for October 1st so the agency's delay does not cause a pro-rated FS amount. The worker documents in CARES case comments the reason for the late certification.

Example 2:

A case closes 12/31 for failure to verify information. On 01/01/04, they turn in the verification. This is a break in service and the group must file a new application.

21.03.00

Old Policy:

The standard review is scheduled every six months for most AGs. In some circumstances an extra month may be added to the certification period by CARES. ~~This occurs when a review interview is completed in the review month, but the FS eligibility is not confirmed until the following month.~~ For Quality Assurance purposes, it is important for the FS case to receive a correct certification period. If CARES adds any extra months to the certification period, change the next review date to ensure a correct certification period.

New Policy:

Certification periods are scheduled every six months for most AGs. In some circumstances an extra month may be added to the certification period by CARES. For Quality Assurance purposes, it is important for the FS case to receive a correct certification period. If CARES adds any extra months to the certification period, change the next review date to ensure a correct certification period.

21.04.00

Old Policy:

The 30-day processing timeframe for a review is not the same as it is for applications. The 30-day review processing timeframe refers to the review month. In other words, a review must be processed and confirmed by the last day of the review month unless there is an agency-caused delay such as allowing 10 days for verification.

New Policy:

The 30-day processing timeframe for a review is not the same as it is for applications. The 30-day review processing timeframe refers to the review month. In other words, a review must be processed and confirmed by the last day of the review month unless there is an agency-caused delay such as allowing 10 days for verification. In

those instances, the worker should document in CARES the reason for the late re-certification and set the request date on ACPA for the first of the month so that there is no pro-ration of benefits (see 21.01.13).

22.01.00

Old Policy:

Note: During the application, review-processing period, or a change (21.06.00) , do not deny the FS group for failure to provide the required verification until:

1. ~~10 calendar days following the issuance of the request for verification, or~~
2. ~~30 calendar days following the application filing date, whichever is later.~~

New Policy:

Note: During the application, review-processing period, or a change (21.06.00) , do not deny the FS group for failure to provide the required verification until **the**:

1. 11th day after requesting the verification, or
2. 31st day of the application or review processing period, whichever is later.

22.02.01

Old Policy:

Applicants must verify their residence at the time of application and recipients must verify their residence when they move.

New Policy:

Applicants must verify their residence at the time of application and recipients must verify their residence when they move. **Don't require any specific type of verification.**

22.02.02

Old Policy:

~~Verification of the identity of the primary person is required at application. This is the only verification mandatory for eligible households to receive expedited benefits.~~

New Policy:

Verify the identity of the applicant . If the applicant uses an authorized representative verify the identities of both the authorized representative and the applicant. Identity is the only verification required to process expedited benefits.

Identity may be verified through readily available documentary evidence, or if this is unavailable, through a collateral contact. Any documents, which reasonably establish the applicant's identity, must be accepted, and no requirement for a specific type of document, such as a birth certificate, may be imposed. See 25.14 for a list of suggestions.

See 21.01.05. Identity may be verified with a photo ID, however other sources are acceptable. See also the INS Travel and Identity Documents pamphlet for non-citizen documentation. See also chart 2 of the Alien Eligibility section (25.09) of Appendix 25.01.00.

22.02.03

Old Policy:

Social Security Numbers must be provided for all household members

applying for FS. See 05.01.00. Applicants who have applied for an SSN must verify that they have done so. Failure to provide an SSN or proof of application for an SSN will result in denial of FS benefits for that individual.

New Policy:

Social Security Numbers must be provided for all household members applying for FS. **Only verify questionable SSNs.** See 05.01.00. Applicants who have applied for an SSN must verify that they have done so. **Don't deny benefits pending issuance of an SSN if you have documented an SSN application was made.** Failure to provide an SSN or proof of application for an SSN will result in denial of FS benefits for that individual.

Newborns: The household must provide the SSN or proof of application for an SSN. A completed SSA Form 2853 is considered proof of application for a newborn.

Data Matches: Workers will continue to receive an alert when a SSN entered in CARES does not match the SSN verified by the Social Security System (WTPY). In such cases verify if possible with a third party source and contact the Social Security Administration.

Failure to comply: If the agency determines that a food unit member has refused or failed to provide or apply for an SSN, then that individual is ineligible to participate in the Food Stamp Program. The disqualification applies to the individual for whom the SSN is not provided and not to the entire food unit. A pro-rated amount of the income and all countable assets of an individual disqualified from the FS Program for failure to comply with this requirement shall be deemed to the remaining food unit members. See 15.03.00.

22.02.06

This information from OM 03-20 Request for Contact Notice was added to the Ch 25.11.01 Processing Guidelines. The policy portion is also added here in a new subsection of the Verification chapter.

New Policy (Effective 03/19/03):

Request For Contact

The agency may receive unclear information about changes in a food unit's circumstances from which the agency cannot readily determine the effect of the change on the food unit's case. The agency may receive such unclear information from a third party or from the food unit itself. If there is not enough information reported to fill out the appropriate CARES screen, the worker should use the "Loss of Contact" field to request contact from the recipient and to close the food stamp case if contact is not made timely.

The notice advises the food unit that there has been unclear information reported and the need to contact the agency within 10 days. If there are other items that need to be verified, the notice will list those specific items. The notice will also state the consequences if they fail to respond. The food unit has 10 days to respond either by telephone or by other correspondence to clarify its circumstances. The burden of clarifying an issue is placed on the food unit. If the food unit does not respond to the request for contact, the agency must issue a notice of closure

for loss of contact and close the food stamp case. If the food unit does respond but refuses to provide sufficient information to clarify its circumstances, the agency must also issue an appropriate notice to close the food stamp case.

22.03.00

Old Policy:

With the exception of expedited issuance cases, the following information must be verified at application, review, and reported change:

New Policy:

With the exception of expedited issuance cases, the following information must be verified **for all food unit members** at application, review, and reported change:

See appendix 21.04.06 for expedited issuance verification requirements.

22.03.04

Old Policy:

Changes in shelter or utility expenses between applications, reviews, or moves that are not required to be reported would not cause an overpayment if not reported.

Example 2: Shawna and her 4 year old son live alone and applied for FS in January. She was approved for FS. The next month, Shawna's rent decreased from \$750 to \$42 because she started receiving Section 8. She reported the change in rent immediately because she thought she had to. Her worker acted on the change that was reported, and Shawna's FS decreased the next month because her shelter costs decreased. ~~Shawna didn't have to report the change because she didn't move and a review wasn't held.~~

New Policy:

Changes in shelter or utility expenses between applications, reviews, or moves that are not required to be reported would not cause an overpayment if not reported. **Homeless households can claim shelter and utility deductions for temporary living situations. (16.07.02)**

22.03.05

Old Policy:

Medical expenses claimed by an applicant for FS must be verified prior to initial certification in order for the expense to be allowed as a deduction. ~~(see IMM, Ch. I, part C).~~

New Policy:

Medical expenses claimed by an applicant for FS must be verified prior to initial certification in order for the expense to be allowed as a deduction.

22.04.00

New Policy:

Local agencies may request verification of other factors if information provided at application, review, or reported change is questionable, unclear, or incomplete and would have an affect on FS eligibility **or benefit level.**

Some examples of circumstances that may require further verification are:

1. Household Composition.
2. Claim of separate food unit
3. Incapacitation **for an FSET exemption**

22.07.00

Old Policy:

Although documentary evidence must be the primary source of verification, acceptable verification must not be limited to any single type of document and may be obtained from the applicant or other source. Whenever documentary evidence cannot be obtained or is insufficient to make a firm determination of eligibility or benefit level, the ESS may require collateral contacts or home visits. ~~See the IMM Ch. I, Part C for more detailed information on verification.~~

New Policy:

Although documentary evidence must be the primary source of verification, acceptable verification must not be limited to any single type of document and may be obtained from the applicant or other source. Whenever documentary evidence cannot be obtained or is insufficient to make a firm determination of eligibility or benefit level, the ESS may require collateral contacts or home visits. **See the Suggested Verification Sources chart for more details in Appendix 25.14**

23.01.04

Old Policy:

Issue an allotment to correct the underissuance, regardless of current eligibility. ~~Issue a FS ID card if you convert EBT benefits to coupons and the group does not have a FS ID card.~~

If the FS group's composition has changed, restore the benefits to the FS group containing the most people who were FS group members when the loss occurred. If you can't find or determine the group with the majority, restore benefits to the primary person at the time of the loss.

~~Honor reasonable requests to issue corrective benefits in monthly allotments if:~~

- ~~1. The group fears the excess coupons may be stolen, or~~
- ~~2. The amount to be restored is more than they can use in a reasonable time.~~

Document your calculations and the reason for restoration in the case record.

New Policy:

Issue an allotment to correct the underissuance, regardless of current eligibility. If the FS group's composition has changed, restore the benefits to the FS group containing the most people who were FS group members when the loss occurred. If you can't find or determine the group with the majority, restore benefits to the primary person at the time of the loss.

Document your calculations and the reason for restoration in the case record.

24.02.05

In the "Caution" section, DWS was changed to "EBT state staff." Also, when a worker corrects an unusual character in the name field, the correction will result in CARES ordering a replacement card.

24.02.08.04

The local agency should not hold a QUEST card mailed to the agency address or a returned card more than 30 days due to liability issues.

24.02.10

Old Policy:

~~Recipient customer service should not replace a card when the card status is prohibited.~~

Clarified Policy:

Recipient customer service does not have this information and therefore can't prevent a client with prohibited access from ordering a replacement card.

24.02.13.02	A new section was added describing EBT adjustments. This information was provided in Operations Memo 03-56, EBT Account Adjustments.
24.02.16.01	Conversion of EBT benefits to coupons was discontinued as of 10/1/03 as described in Operations Memo 03-63. The policy has been updated. Retailers can contact the FNS Madison field office if they need to redeem food stamp coupons.
24.02.16.02	The sections were deleted based on Operation Memo 03-63.
24.02.16.03	The sections were deleted based on Operation Memo 03-63.
24.02.16.04	The sections were deleted based on Operation Memo 03-63.
24.02.16.05	This section was moved and renamed 24.02.16.02. The policy did not change.
24.02.17	<p>Customer service will direct callers to the local agency if the QUEST card has been cancelled due to a system cancellation (card status 09).</p> <p>Cardholders have 90 days instead of 60 days to contact customer service to dispute an EBT transaction. This information was provided in Operations Memo 03-56, EBT Account Adjustments.</p>
24.02.17.01	The steps to select a PIN or change a PIN were updated based on Operations Memo 03-64 – <i>PIN Selection Procedure Change for QUEST cardholders</i> .
24.02.17.03	Cardholders have 90 days instead of 60 days to contact customer service to dispute an EBT transaction.
24.03.01.02	The Coupon conversion screen was removed from the Local Office Fiscal Support Profile.
24.03.03.11	The Card History Inquiry screen has been updated for the Single Call PIN process.
24.03.04.01	The coupon conversion screen display and instructions were removed. Account repayment screen is now 24.03.04.01 Dormant Account Maintenance is now 24.03.04.02. Card replacement is now 24.03.04.03.
24.03.06.03	The CSR only screen for PIN Issuance Control was removed and the other screens were renumbered.
24.04.02.01	The ARU PIN selection process has been updated.
24 Appendix B	The number for retailers to call to be certified to accept food stamp benefits was added.
24 Appendix E	The coupon conversion process was removed.
24 Appendix H	The ARU PIN selection procedure based on Operations Memo 03-64, <i>PIN Selection Procedure Change for QUEST Cardholders</i> was added.

Ch 25.13

Old Policy:

However, if any change is reported by any FS AG, it must be acted upon.

New Policy:

However, if any change is **reported for or by a FS AG, or an alert or other notification of a change is received by the worker, the change must be acted upon timely.**

**TYPOS, TECHNICAL,
OR LINK CHANGES**

01.09.01	The link to the FSET Manual was fixed.
12.03.04	A link to 22.02.01 was changed to 22.03.01.01
21.06.00	A link was added to 25.13
21.06.01	A link was added to 25.13
22.03.05	A reference to the IMM was deleted.